(a) whether the Government of Orissa has sought the approval of the Union Government to form an international team of experts to study the cracks developed in the Hirakund Dam over river Mahanadi in Sambalpur district of Orissa; and

(b) if so, the details thereof and the reaction of the Union Government thereto?

THE MINISTER OF WATER RESOURCES (SHRI VIDYACHARAN SHUKLA): (a) and (b). Yes, Sir. A proposal for the formation of an International Team of Experts to study the cracks developed in the Hirakund Dam over river Mahanadi in Sambalpur district of Orissa was received from Government of Orissa in November, 1990. The Government of Orissa has been requested to reconsider its proposal as Hirakund Dam Cracks Review Panel comprising of Indian Experts has already been constituted by them in August, 1990. Government of Orissa has not communicated its decision.

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Blackmarketing and Hoarding of Fertilizers

5857. SHRI RABI RAY: Will the Minister of AGRICULTURE be pleased to state:

(a) whether farmers at present are affected by hoarding and blackmarketing of fertilizers;

(b) if so, the details thereof; and

(c) the steps the Government have taken to ensure adequate supply of fertilizers to farmers at fair price?

THE MINISTER OF STATE IN THE MINISTRY OF AGRICULTURE (SHRI MULLAPPALLY RAMACHANDRAN): (a) to (c). In pursuance of the Budget announcement, fertiliser prices were revised w.e.f. 25th July, 1991. The ensure that the benefit of the increased price was not cornered by traders, the Government announced that stocks held by retail dealers prior to the price revision Notification, would be sold at the pre-revised prices. This led to some complaints about hoarding and black marketing, especially from Andhra Pradesh.

The Government of India issued instructions to the State Governments/U.Ts to ensure the identification of retail stocks, and their sale at pre-revised prices. Subsequently, by its Notification date 14th August, 1991 further revising the fertiliser prices, the Government also instructed that stocks held by retailers or wholesalers other than manufacturers or pool handling agents, and acquired at pre-25th July, 1991 prices, shall be sold by at the pre-25th July, 1991 prices. The Government of India again issued detailed instructions to the State Governments/U.Ts to ensure the supply of these fertilisers to the farmers at the correct prices.

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Quick Customer Service Centres of MTNL in Delhi

5858. SHRI PRATAPRAO B. BHONSLE: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether M.T.N.L. has set up some Quick/Computerised Customer Service Centres in Delhi;

(b) if so, the details thereof;

(c) the timings of these centres to deal with grievances of subscribers;

(d) whether the Government propose to set up such centres in Maharashtra; and

(e) if so, the details thereof and if not, the reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI RAJESH PILOT): (a) and (b). Yes, Sir. 18

Quick Service Centres and 8 computerised customer Service Centres are functioning in Delhi. Details of their locations is given in Annexure the attached Statement-I

(c) The timings of the Quick Service Centres is from 9.30 A.M. to 5.00 P.M. (Monday-Saturday) except 2nd Saturday and that of Computerised Customer Service Centres is from 10.00 A.M. to 4.00 P.M. (Monday-Friday) on all working days. The service provided by these centres are given in the attached Statement-II.

(d) and (e). Yes, Sir. At present, 34 Quick Customer Service Centres are functioning in Bombay and 8 Quick Service Centre in the remaining part of Maharashtra. Also 2 computerised customer service centres are functioning at Pune and Ahmednagar.

STATEMENT-I

I. Qucik Customer Service Centres in Delhi

	Exchanges covered	*Locations*
1.	Janpath and Kidwai Bhawan group of exchanges	Connaught Place (under shift to Mohan Singh Palace)
2.	Sena Bhavan, Rajpath exchanges	Shastri Bhavan
3.	Jorbagh and Lodhi Road	Defence Colony under bridge
4.	Delhi Gate	Delhi Gate exchange at Asaf Ali Road
5.	Laxmi Nagar	Laxmi Nagar exchange
6.	Shahdara	Shahadara Exchange
7.	Idgah group of exchanges	Idgah exchanges
8.	All exchanges of Tiz Hazari	Tiz Hazari exchange
9.	All exchanges of Shakti Nagar Rohini, Alipur, Badli, Narela, Lawrence Road	Shakti Nagar exchange
10.	Chanakyapuri	11 A, Safdarjung Enclave
11.	Hauz Khaz, Chhatarpur, Vasant Kunj	Hauz Khaz exchange
12.	Okhla Group of exchanges	Okhla exchange

	Exchanges covered	*Locations*
13.	Nehru Place group of exchanges	Nehru Place exchange
14.	Karol Bagh, Cantt, IGIA	Karol Bagh exchange
15.	Rajouri Garden group of exchanges	Naraina Community Centre
16.	Karol Bagh	Bentex Towers
17.	Paschim Vihar, Najafgarh and Nangloi.	Paschim Vihar exchange
18.	Janakpuri exchange	Janakpuri Telephone exchange
II.	Computerised customer service centres in Delhi	
1.	Khurshid Lal Bhavan	Central Area
2.	10 Darya Ganj	East Area
3.	ISBT	North Area
4.	Nehru Place Exchange	South Area
5.	Rajouri Garden exchange	West Area
6.	Jorbagh exchange	Jorbagh and Lodhi Road exchange area

	Exchanges covered	*Locations*
7.	Laxmi Nagar exchange	Laxmi Nagar exchange area
8.	Eastern Court	for non-voice services, Delhi.

STATEMENT - II

Services provided by Qucik Customer Service Centres

1. Speedy provision of almost all telephone accessories.
2. Shift within same premises.
3. STD barring/Dynamic STD control
4. Phone plus services.
5. Closre of telephones nder safe custody and their restoration.

Services provided by compterised customer service centres

1. On-line enquiry for outstanding bills.
2. Isse of duplicate bills.
3. Issue of Demand Note for restoration.
4. On-line processing of Shift request
5. On-line processing of request for split bills.